



COMMONWEALTH
SHAKESPEARE
COMPANY

Front-of-House Manager

The Front-of-House (FOH) Manager will work closely with CSC staff to ensure an excellent experience for audiences at our Free Shakespeare on the Common production of *The Tempest*, playing July 21 – August 8, 2021, on the Boston Common.

Administrative Responsibilities: Create and implement a plan for Front-of-House leading up to and during performances. Projects include, but not limited to:

- Order and stock FOH supplies as needed.
- Coordinate with Disability Access vendors and contractors.
- Attend production meetings with *The Tempest* production staff and artistic team.
- Update the FOH Manual with information collected and policies implemented during the 2021 season.
- Assist with special events and activities, as needed.

COVID Considerations: Work with Production Managers, CSC staff, and a COVID Compliance Officer to design the CSC site in compliance with State and City COVID protocols. This will include working with staff and Covid Compliance Officer to develop a registration and check-in system for patrons that will facilitate contact tracing.

Management and Supervision: Hire, train, and directly supervise an Assistant FOH Manager, and a team of Front of House Associates. They will also work closely with a professional team charged with enforcing COVID related safety protocols in the audience.

Front-of-House Responsibilities: Including but not limited to:

- Create a nightly check-list of FOH tasks to be accomplished before, during and after performances.
- Create and distribute weekly/nightly schedule for Front of House team.
- Create and distribute a nightly FOH report to be sent to CSC staff.
- Interact with audience members, answering questions and providing a positive audience experience.
- Resolve patron issues as they arise, ranging from safety concerns to seating issues.
- All FOH staff participate in nightly site set-up/break-down including, but not limited to: moving and setting-up pop-up tents, rental chairs, folding tables; organizing merchandise; setting up signage (lawn signs and sandwich boards).
- Work with CSC Manager of Sales and Marketing and other staff to ensure that communications to audiences align with actual audience experience.
- Other front of house functions that may or may not be included in this year's Front of House tasks include managing chair rentals and the sale of merchandise and concessions.

Dates of Employment: ASAP – August 21. Prior to moving to the Common on July 17, position requires 10-15 hours of remote work per week. During the run of the show (July 21 –August 8), work days are 6 days a week, 8-10 hours per day (afternoons and evenings). After the show closes, hours return to 10-15 hours/week until August 21. Dates and times are subject to change.

Qualifications: Experience with Microsoft Office and web-based research required. Applicants must be able to provide their own laptop for work done during office hours. Experience leading and training young professionals preferred. Attention to detail and the ability to maintain calm and focused under pressure are essential. Applicants must have a professional demeanor, collaborative spirit, and good sense of humor. Must be able to meet the physical requirements of the position (see FOH Responsibilities section for details on specific tasks). Previous House Management and/or customer service experience required. Experience working in outdoor venues highly desirable. Familiarity and experience with best practices for serving patrons with disabilities preferred.

Compensation: \$7,000 total salary.

To Apply: E-mail a cover letter and resume to employment@commshakes.org with “Front of House Manager” in the subject line by May 15, 2021. No phone calls, please.